

ORDER

U.S. DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION

DEC 11 1987

WP 1770.17D

WESTERN-PACIFIC REGION

11/25/87

MASTER FILE

SUBJ: WESTERN-PACIFIC REGION OPERATIONS CENTER

1. PURPOSE. This order supplements Washington instructions and prescribes procedures for the operation of the Western-Pacific Region Operations Center. This order is not intended to contravene provisions of FAA Order 8020.11.
2. DISTRIBUTION. This order is distributed to branch level and above at Regional Headquarters and to all field offices and facilities in the Western-Pacific Region.
3. CANCELLATION. Order WP 1770.17C is canceled.
4. GENERAL. The Regional Operations Center (ROC) is the Regional focal point for collecting and disseminating, on a continuing basis, important data which may affect the Agency's mission. It is the Regional action center for emergencies and periods of increased activity. All communications facilities for command and control terminate in the ROC. It is manned 24 hours daily by a Regional Duty Officer (RDO). The ROC is located in the Regional Headquarters physically adjacent and functionally attached to the Office of the Regional Director.
5. FIELD RESPONSIBILITIES.
 - a. All telephone notifications to the Regional Headquarters of accidents, incidents, and other significant information shall be through the ROC when possible. The RDO is authorized to accept collect calls from FAA officials or facilities on government business.
 - b. Outside regular business hours, calls from other government agencies or officials, local officials or the press may be referred to the RDO. Callers insistent on talking to a Regional representative should be referred to the RDO or the facility should check with the RDO to determine the appropriate available representative.
6. REGIONAL OFFICE DIVISION DUTY OFFICERS. To assure continuous availability of staff technical guidance, the Managers of the Air Traffic, Airway Facilities, Airports, and Flight Standards Divisions shall provide the ROC with a roster of their standby duty specialist. At least one from each Division shall be designated and available during non-office hours. Rosters of Division Duty Officers shall be kept current by the Division concerned.

Distribution: A-X-4; A-FOF-0(LTD)

Initiated By: AWP-6

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7. SITUATIONS TO BE REPORTED TO THE ROC. Every significant event or occurrence cannot be covered by a list. Use good judgment in determining what to report. When in doubt, REPORT. The RDO will decide what, if any, further action to take. The following shall be reported to the RDO:

a. Aircraft Accidents. (As defined in FAA Order 8020.11)

b. Aircraft Incidents. (As defined in FAA Order 8020.11)

(1) Any occurrence requiring telephone notification to Washington or Regional Headquarters.

(2) Any other occurrence which may be of particular interest or concern. This includes items such as reported stolen aircraft, parachuting incidents, unscheduled air carrier landings, a declaration of an emergency involving an air carrier, outstanding flight assists, etc.

c. Threats to air security; i.e., air piracy, bomb threats, sabotage, extortion attempts, and accidents or incidents involving hazardous material.

d. Notifications of War or National Emergency.

e. Natural disasters, Acts of God, or major disruptions which affect FAA personnel, systems, facilities or equipment.

f. When search responsibility for an overdue aircraft is transferred to the Rescue Coordination Center.

g. Extended or significant outages of FAA facilities or malfunctions detected during certification following accidents or incidents.

h. Death of an FAA employee, death or serious illness of an international visitor or trainee in the region.

i. Interruption of Air Traffic Services (INATS) or major air traffic delays.

j. TSUNAMI (Tidal Wave Warning) Reports, forwarded by the Hawthorne FSS.

k. Security violations involving classified information.

l. Arrest of an employee for drug or alcohol related offense.

m. Arrest or other law enforcement activity involving an aviation incident or accident.

n. Other significant items of newsworthy nature which affect FAA personnel, systems facilities, equipment, and other items which may have political impact on the FAA or the aviation community.

8. TELEPHONE REPORTS FROM THE FIELD. When contacting the ROC, field personnel are to identify themselves by name, title, location, type of facility, and nature of the report. Initial notifications should be made as soon as possible, even when some details may be missing. After initial notification, make any necessary follow-up calls through the ROC.

a. Washington Notification. Usually field facilities can accelerate accident and incident telephone reporting functions by directing the initial call to the ROC. The RDO will conference the call with the Washington Operations Center (WOC) and other offices as required. A direct call to the WOC should only be made if an unusual delay is encountered in contacting the ROC. As appropriate and necessary, calls may be made via the FTS, commercial telephone or AUTOVON.

b. Regional Notification.

(1) During office business hours, the caller will be conferenced with an appropriate official, if required by current notification procedures or when deemed advisable by the RDO.

(2) During non-business hours, conferencing will be with the appropriate Division Duty Officer. If this is impracticable, the RDO will copy pertinent details and forward them when the Division Duty Officer is available.

(3) If, in the opinion of the Regional Headquarters representative or the RDO, Washington notification is necessary or desired, the WOC will be included in the conference.

9. REGIONAL ALERT ITEMS. These are defined as significant developments or incidents of interest and concern, but which do not meet the criteria for emergency notifications.

a. Some examples of information which should be reported as Regional Alert Items are:

(1) An aviation event, such as an air show or groundbreaking ceremony, particularly those in which there is FAA participation.

(2) Any significant public criticism of the FAA.

(3) A civic activity involving aviation or the FAA.

(4) Any television appearance in which FAA personnel or facilities are featured. Newspaper items concerning the FAA. (Follow up by sending clippings to AWP-5.)

(5) VIP travel in an area relative to FAA or aviation activities.

(6) Unusual or interesting items as a result of FAA Coordinator or Federal Executive Board meetings.

(7) Any unusual happenings to a well-known figure in the aviation field. (Death, serious illness, local election, etc.)

(8) Any major accident or serious illness involving an FAA employee.

(9) Other occurrences which you feel may be of importance to the Regional Director.

b. All district office and field facility managers should submit Alert Items most directly related to their assigned functions. Since many items, however, are of a general nature, the FAA Coordinator will review Alert Items to preclude duplication. Each district office or field facility will forward Alert Items to their FAA Coordinator by the most direct means. The FAA Coordinator, in turn, will forward the Alert Item to the ROC via the most expeditious means available.

10. OPERATING PROCEDURES AND RESPONSIBILITIES. In addition to notifying officials of the appropriate Regional Division of accident, incident and significant information received from their respective field facilities, the RDO shall forward appropriate information to:

a. The Regional Director or Deputy Director if urgent, very newsworthy, or if it may have major effect on the FAA or its operation.

b. The Regional Public Affairs Officer if very newsworthy or a high degree of public interest.

c. The Regional Flight Surgeon if:

(1) A civil aircraft accident results in a fatal injury.

(2) Assistance is requested in obtaining the services of an Aviation Medical Examiner.

d. The Regional Counsel:

(1) If indications are that any legal action may result from any accident or incident involving FAA personnel, facilities, systems or equipment.

(2) If any enforcement or legal actions involve the FAA.

e. The Human Resource Management Division if there is a serious injury or death to any FAA employee within the Region.

f. The Airway Facilities Division:

(1) When certification of any FAA facility following an accident or incident indicates a malfunction.

(2) Whenever a facility malfunction, or power failure contributed to an accident, excessive delays, deterioration or an interruption of Air Traffic Services (INATS).

(3) If there is any serious damage or destruction of FAA facilities.

c. The Civil Aviation Security Division:

(1) Regarding the visit of any high government official, either National or foreign, to the Western-Pacific Region, where indications are that FAA facilities may be used.

(2) Regarding any other circumstances involving security of FAA facilities or personnel.

(3) Regarding accidents or incidents involving hazardous material.

(4) Aviation related criminal behavior to include smuggling, falsified credentials/certificates, FAA employee, airman or contractor employee arrests and any other offense listed in Section 902 of the FAA Act.

h. Other Regional Operations Centers when events occurring in this Region may have an impact on programs in other Regions.

i. The Washington Operations Center, if items are considered significant by the RDO, but do not require direct communications between the field and Washington.

j. Officials of any other Regional Divisions if circumstances indicate a need to know.

k. The Airports Division, if an air carrier aircraft accident or incident occurs on or in the vicinity of an airport certificated under FAR Part 139, and requiring crash-fire rescue equipment response and application of extinguishing agent.

NOTE. THE ABOVE ARE GENERAL GUIDELINES ONLY. THE RDO SHALL USE GOOD JUDGMENT IN FORWARDING DATA TO APPROPRIATE OFFICIALS AND IN THE TELEPHONING OF INFORMATION DURING OFF-DUTY HOURS.

11. AOA-1 ALERT BULLETIN ITEMS. These items will be prepared by the RDO for forwarding to Washington when significant developments occur. Included are such items as major air traffic delays or breakdowns, VIP trips, important events involving the FAA, and news items of known interest to the Administrator.

a. The RDO will coordinate with the concerned division, if necessary, then clear with the Regional Director; and

b. Transmit to Washington via the best method dependent upon the urgency of the information.

12. REPORTS FROM OUTSIDE SOURCES. The RDO sometimes receives reports of accidents or incidents from the general public, press or law enforcement agencies. Every effort will be made to substantiate these reports where doubt or uncertainty exists. The RDO will also:

a. Advise the appropriate Air Traffic facility and Flight Standards Field Office so that local notifications are made and to comply with accident reporting procedures.

b. Initiate notifications to appropriate offices and Headquarters.

c. Periodically monitor news media (radio and television) for items of interest concerning the FAA.

13. PRESS INQUIRIES. The RDO shall use discretion in answering press inquiries and release only factual information. Calls concerning all major accidents or incidents should be referred to the Public Affairs Officer.

a. Aircraft Accidents. The RDO will not release names of persons sustaining fatal injuries. Refer caller to the County Coroner in whose county the accident occurred. Inquiries concerning the investigation of an aircraft accident will be referred to the National Transportation Safety Board except that inquiries concerning military accidents will be referred to the Public Information Officer at the military base nearest the scene.

b. Hijackings. Only basic flight plan information may be released by the FAA. Inquiries concerning passengers or crew will be referred to the airline company concerned. Any other inquiries will be referred to the Regional Public Affairs Officer or to the Office of Public Affairs in Washington.

14. OTHER INFORMATION OR REQUESTS.

a. All teletype messages or telephone calls received after duty hours will be screened for content and urgency. The RDO will forward the message, if necessary. Otherwise the message may be held for delivery, or the caller may be requested to call back during regular business hours.

b. Complaint type calls received concerning such items as sonic booms, aircraft noise and low flying aircraft will not normally be forwarded by the RDO. The caller will be courteously referred to the proper processing office; i.e., FSDO, military base, Air Traffic branch, etc.

15. FLIGHT INSPECTION SUPPORT. The Aviation Standards National Field Office, Operations Information Center, AVN-312, will be advised by the RDO of aircraft accidents involving navigation aids, IFR flights, and instrument approaches or when a request has been made for flight inspection of facilities following an aircraft accident/incident.

16. TELECONS. Necessary technical arrangements and line quality monitoring of telephone conferences are accomplished by the Washington and Regional Operations Centers, as appropriate.

a. National Telecon. A telephone conference is conducted by the Administrator or Deputy Administrator with the Director of each Region as well as the Directors of the Technical and Aeronautical Centers as required.

b. Regional Telecon. A telephone conference is conducted by the Director with selected field representatives as required.

c. Special Telecons. Where priority dissemination is required for high level administrative matters, the RDO, at the request of the Director, a Division Manager or Staff Officer, will establish a special telecon.

17. OPERATIONS AND SYSTEMS INFORMATION. A briefing is conducted each business day at 0715 local time in the ROC Manager's office to summarize accidents, incidents, and other significant events reported to the RDO. Participants are Division Managers and Staff Officers or their designated representatives, and others with a need-to-know.

18. PERSONNEL LOCATION FILES.

a. Key Regional Personnel.

(1) Regional Director and Deputy Director. The RDO shall be advised each weekday of the expected whereabouts of the Director and Deputy during non-office hours. If they are in a travel status, the RDO shall be advised of their itineraries and known points of contact.

(2) Division Managers and Staff Officers. When they are to be absent from their offices for a day or longer, they shall advise the RDO of the length of their absence, itinerary, known points of contact and the name of the person "acting" for them.

(3) The RDO will post the information on the "Location-Key Personnel" board, updating to maintain currency.

(4) The ROC maintains a current "Locator File" on all key regional personnel including name, office routing, office and home telephone numbers.

19. COMMUNICATIONS FACILITIES.

a. Teletype Systems. All Regional Office administrative teletype is handled by the ROC. Non-secure teletypewriter facilities terminate in the ROC. Systems include:

(1) Service B Teletypewriter System.

(2) Facsimile Network between Regions and Headquarters.

(3) Western Union TELEX Service.

b. Secure Teletype System. FAA participates in the military's secure communications systems. The Automated Digital Network (AUTODIN) provides secure data message communications. The Message Center specialist serves as the Classified Messages Control Officer, who assures that proper distribution is made of all classified messages received at the ROC.

c. FAA General Use Facsimile Network. To activate the ROC facsimile transmitter, dial commercial (213) 643-8724 or (213) 643-9154,.

d. Voice Communication Systems.

(1) Telephones. Commercial telephone lines, Federal Telecommunications System (FTS) lines, Automatic Voice Network (AUTOVON) lines, and Staff Communications Network (EVCS) lines terminate in the ROC. The RDO has capabilities of interconnecting or conferencing these lines in varying combinations. A Secure Telephone System, consisting of a Secure Telephone Unit (STU-11), is installed in the ROC. This system has the capability of voice communication involving classified topics up to and including Secret.

(2) Radio.

(a) The Regional FM network consists of a multi-channel base station with a scanning receiver and access to scattered repeaters throughout California. A phone patch capability provides for extended telephone communications. The ROC radio call is "FA6."

1 The network provides communications with FAA executive aircraft.

2 It is used to provide surface communications between the ROC and the Regional Director and his staff.

3 The network provides increased safety protection for FAA personnel, who are in the field after business hours.

4 It provides a means of direct communications with the RDO when telephone circuits are inoperative or not directly available.

5 It provides the Federal Executive Board member agencies in the Greater Los Angeles area a means to intercommunicate during a major emergency.

(b) A HF Single Sideband (SSB) transmitter/receiver is installed in the ROC as part of the FAA Emergency Command Communications Network. The ROC call-sign is KJK73. Its use is restricted to communications with other stations on the FAA Network and to FAA Flight Inspection and executive aircraft. The ROC has the capability of patching telephone lines into this unit, thereby providing long distance radio/telephone communications.


20. EMERGENCY OPERATIONS. The ROC is the Regional focal point for the receipt and dissemination of any changes in Federal Civil Readiness levels. Complete instructions are contained in the Washington and Regional Emergency Readiness handbooks. Notification of changes in FAA Readiness Levels will normally be received via GENOTS on Service B.

11/25/87

WP 1770.17D

a. Communications and Operations Functions. The RDO shall assure that the Regional Director and key officials are provided with adequate operational data to maintain prompt and continuous Regional direction.

b. Priority Communications Systems. The ROC Manager is responsible for assuring the adequacy and availability of all priority communications systems as the ROC.


H. C. McClure
Director